

LISTING OF THE CLAIMS

The following listing, if entered, replaces all prior versions of the claims in the present application.

1. (Previously Presented) A method for communicating comprising:
obtaining an event communicated to a communication center via an incoming communication channel of a plurality of communication channels, wherein each communication channel of the communication channels has a media type, at least two communication channels of the communication channels have different media types, and
the event corresponds to a work item available via the incoming communication channel;
providing a notification of the work item via a user interface;
receiving an activation of a work item object of the user interface, the work item object being associated with the work item, wherein the activation of the work item object is associated with selecting one communication channel of the plurality of communication channels for working on the work item;
receiving an activation of a command object of the user interface, wherein the activation of the command object is received from the one communication channel of the plurality of communication channels;
accessing a user interface object table to identify a command associated with the activation of the work item object;
accessing a command table to identify a channel driver comprising the command associated with the activation of the work item object; and
causing the channel driver to issue the command from the communication center to an outgoing communication channel of the communication channels.
2. (Original) The method of claim 1 wherein
the incoming communication channel and the outgoing communication channel are the same.

3. (Original) The method of claim 1 further comprising:
performing the command, wherein the command is performed by the outgoing
communication channel.
4. (Original) The method of claim 1 wherein
the providing the notification includes providing the notification in real time with the
obtaining the event.
5. (Previously Presented) The method of claim 1 wherein
the providing the notification includes invoking a notification module of the user
interface.
6. (Original) The method of claim 1 wherein
the activation of the work item object is associated with an accept work item command.
7. (Original) The method of claim 1 wherein
the activation of the work item object is associated with a release work item command.
8. (Previously Presented) The method of claim 1 further comprising:
sending the command to the channel driver.
9. (Previously Presented) The method of claim 8 wherein
the sending the command to the channel driver comprises obtaining the command from
the user interface by a communication server, wherein the communication server
sends the command to the channel driver.
10. (Previously Presented) The method of claim 1 wherein
the sending the command comprises sending the command to the channel driver for the
incoming communication channel if the incoming communication channel and the
outgoing communication channel are the same.

11-12. Cancelled

13. (Previously Presented) A method for communicating comprising:
obtaining an event communicated to a communication center via an incoming
communication channel of a plurality of communication channels, wherein
each communication channel of the communication channels has a media type,
and
at least two of the communication channels have different media types;
providing a notification of the event via the user interface;
receiving an activation of a command object of the user interface, wherein the activation
of the command object is received from one communication channel of the
plurality of communication channels;
accessing a user interface object table to identify a command associated with the
activation of the command object;
accessing a command table to identify a channel driver comprising the command; and
causing the channel driver to issue the command from the communication center to an
outgoing communication channel of the communication channels.

14-16. Cancelled

17. (Previously Presented) A computer program product for presenting a user
interface for communicating comprising:
an obtaining module to obtain an event communicated to a communication center via an
incoming communication channel of a plurality of communication channels,
wherein
each communication channel of the communication channels has a media type,
at least two of the communication channels have different media types, and
the event corresponds to a work item;
a notification module to provide a notification of the work item;
a work item object;
a receiving module to receive an activation of the work item object, wherein
the activation of the work item object is associated with a command,
the activation of the work item object is further associated with selecting one

communication channel of the plurality of communication channels for working on the work item,
the activation of the work item object causes a channel driver comprising the command to be identified; and
the channel driver issues the command from the communication center to an outgoing communication channel of the plurality of communication channels;
a first accessing module to access a user interface object table to identify the command associated with the activation of the work item object;
a second accessing module to access a command table to identify the channel driver associated with the command; and
a physical computer readable medium, configured to store the computer program product.

18. (Previously Presented) The computer program product of claim 17, wherein the incoming communication channel and the outgoing communication channel are the same.

19. (Previously Presented) A computer program product for communicating comprising:
a notification object to provide a notification of an event communicated to a communication center via an incoming communication channel of a plurality of communication channels, wherein
each communication channel of the communication channels has a media type,
and
at least two of the communication channels have different media types;
a command object, wherein activation of the command object is associated with a command, the activation of the command object is received from one communication channel of the plurality of communication channels, and the activation of the command object causes a channel driver comprising the command to be identified, and the channel driver issues the command from the communication center to an outgoing communication channel of the

communication channels;
a first accessing module to access a user interface object table to identify the command associated with the activation of the command object;
a second accessing module to access a command table to identify the channel driver associated with the command; and
a physical computer readable medium, configured to store the computer program product.

20. (Previously Presented) The computer program product of claim 19 wherein
the incoming communication channel and the outgoing communication channel are the same.

21. (Previously Presented) A computer system comprising:
a processor;
a display, coupled to said processor;
computer readable medium coupled to said processor; and
computer code, encoded in said computer readable medium,
configured to cause said processor to communicate using at least one
communication channel of a plurality of communication channels,
wherein
each communication channel of the communication channels has a media
type, and
at least two of the communication channels have different media types,
by virtue of being configured to cause said processor to:
obtain an event communicated via an incoming communication channel of
the communication channels, wherein
the event corresponds to a work item available via the incoming
communication channel;
provide a notification of the work item via a user interface presented on
the display;
receive an activation of a work item object of the user interface, the work

item object being associated with the work item, wherein
 the activation of the work item object is associated with selecting
 one communication channel of the plurality of
 communication channels for working on the work item,
 the activation of the work item object causes a channel driver
 comprising a command associated with the activation of the
 work item object to be identified, and
 the channel driver issues the command associated with the
 activation of the work item object to an outgoing
 communication channel of the communication channels;
 access a user interface object table to identify the command associated
 with the activation of the work item object; and
 access a command table to identify the channel driver associated with the
 command.

22. (Previously Presented) A computer program product comprising:
 a database comprising:
- a communication channel table comprising information regarding a
 communication channel;
 - a user interface object table comprising information regarding a user interface
 object of a user interface used to communicate via the communication
 channel,
 wherein the information regarding the user interface object comprises a
 command associated with activation of the user interface object,
 wherein the activation of the user interface object is received from
 one communication channel of the plurality of communication
 channels;
 - a channel driver table comprising information regarding a channel driver that
 controls the operation of the communication channel and is operable to
 provide an event from the communication channel and to issue the
 command to the communication channel;

an event table comprising information regarding the event; and
a command table comprising information regarding the command;
and
instructions to access the communication channel table, the user interface object table, the
channel driver table, the event table, and the command table to communicate via
the communication channel; and
a physical computer readable medium, configured to store the computer program product.

23. (Previously Presented) The computer program product of claim 22,
wherein
the communication channel table provides access to:
a channel ID of the communication channel;
a media type of the communication channel; and
a configuration ID of a configuration to which the communication channel belongs.

24. (Previously Presented) The computer program product of claim 22,
wherein
the event table provides access to
an event ID of the event;
an event name of the event; and
a channel driver ID of the channel driver.

25. (Previously Presented) The computer program product of claim 22,
wherein
the command table provides access to:
a command ID of the command;
a command name of the command; and
a channel driver ID of the channel driver.

26. (Previously Presented) The computer program product of claim 22, wherein said channel driver table comprises:
a channel driver ID of the channel driver;
a media type of the communication channel;
a file name of the channel driver; and
a media string that allows a media service associated with the channel driver to be invoked.
27. Cancelled.
28. (Previously Presented) The method of claim 1 wherein the activation of the work item object is associated with selecting from a list of a plurality of work items.
29. (Previously Presented) The method of claim 1 wherein the activation of the work item object is associated with one of a suspend work item command and a retrieve work item command.
30. (Previously Presented) The method of claim 1 wherein the activation of the work item object is associated with an initiate work item command.
31. (Previously Presented) The method of claim 1 wherein the activation of the work item object is associated with one of a blind transfer of work item command, a consultative transfer of work item command, and a conference command.
32. (Previously Presented) The method of claim 1 wherein the user interface comprises a plurality of user interfaces, wherein each user interface of the user interfaces is associated with an agent of a plurality of agents;
and further comprising:
determining one agent of the agents to be notified of the event, wherein the providing the

notification comprises providing the notification to the one agent via the user interface associated with the one agent.

33. (Previously Presented) The method of claim 1 further comprising:
determining the command to be issued from a context of the work item object when the work item object is activated.

34. (Previously Presented) The computer program product of claim 17, further comprising:
a causing module to cause the command to be issued to the outgoing communication channel.

35. (Previously Presented) The computer program product of claim 17, further comprising:
an assignment module to determine an assignment of an agent to the work item.

36. (Previously Presented) The computer program product of claim 22,
wherein
the channel driver table comprises information regarding a plurality of channel drivers.

37. (Previously Presented) The computer program product of claim 22,
wherein
the communication channel table comprises information regarding a plurality of communication channels.

38. (Previously Presented) The computer program product of claim 22, further comprising:
a user interface object table comprising information regarding a user interface object of a user interface that is operable to communicate with the channel driver.

39. (Previously Presented) A computer program product for presenting a user interface for communicating comprising:

a user interface object;

a receiving module configured to receive an activation of the user interface object,

wherein

each communication channel of a plurality of communication channels has a media type,

at least two communication channels of the communication channels have different media types,

the activation of the user interface object is received at a communication center, from one communication channel of the plurality of communication channels,

the activation of the user interface object is associated with a command,

the activation of the user interface object causes a channel driver associated with the command to be identified;

an accessing module configured to access a user interface object table comprising information regarding the user interface object, wherein

the information regarding the user interface object comprises the command associated with the activation of the user interface object;

a channel driver module configured to cause the channel driver to issue the command from the communication center to an outgoing communication channel of the communication channels; and

a physical computer readable medium storing the modules of the computer program product.

40. (Previously Presented) The computer program product of claim 39 further comprising:

an event handling module configured to handle an event from an incoming communication channel of the communication channels.

41. (Previously Presented) The computer program product of claim 40 further comprising:

a notifying module configured to provide a notification of the event.

42. (Previously Presented) The computer program product of claim 40 further comprising:

a responding module configured to perform an event response to the event.

43. (Previously Presented) The computer program product of claim 39 further comprising:

a status object;

a status updating module configured to update a status of an agent using the user interface to one of ready and not ready when the status object is activated.

44. (Previously Presented) The computer program product of claim 39 further comprising:

a status changing module configured to change a status of an agent using the user interface to one of ready and not ready.

45. (Previously Presented) The computer program product of claim 39 further comprising:

an assigning module configured to assign an agent to receive a notification of an event;

and

a notifying module configured to provide the notification to the agent.

46. (Previously Presented) A computer program product comprising:
a database comprising:

a user interface object table comprising information regarding a user interface object of a user interface to communicate with a communication channel, wherein

the information regarding the user interface object comprises a command associated with activation of the user interface object, and

the activation of the user interface object is received at a communication center, from one communication channel of a plurality of communication channels;
instructions to access the user interface object table when the user interface is to display information related to a communication via the communication channel;
instructions to cause a channel driver to issue the command from the communication center to an outgoing communication channel of the communication channels;
and
a physical computer readable medium, configured to store the computer program product.

47. (Previously Presented) The computer program product of claim 46 wherein the database further comprises:
a communication channel table comprising information regarding the communication channel.

48. (Previously Presented) The computer program product of claim 47, wherein the communication channel table comprises information about a plurality of communication channels.

49. (Previously Presented) The computer program product of claim 48 wherein the database further comprises:
a channel driver table comprising information about a plurality of channel drivers, wherein each channel driver of the channel drivers controls the operation of one communication channel of the communication channels.

50. (Previously Presented) The computer program product of claim 46 wherein the database further comprises:
a channel driver table comprising information about a channel driver that controls the operation of the communication channel.

51. (Previously Presented) The computer program product of claim 46 wherein the database further comprises:
a command table comprising information regarding a command sent to the communication channel.

52. (Previously Presented) The computer program product of claim 46 wherein the database further comprises:
an event table comprising information regarding an event originating in response to a communication received from the communication channel.

53. (Previously Presented) The computer program product of claim 52 wherein the database further comprises:
an event response table comprising information regarding an event response to be performed in response to the event.

54. (Previously Presented) A computer program product comprising:
a database comprising:
an object table, wherein the object table comprises information regarding a user interface object of a user interface used to communicate via a communication channel, wherein
the information regarding the user interface object comprises a command associated with activation of the user interface object, and
the activation of the user interface object is received at a communication center, from one communication channel of the plurality of communication channels; and
a communication channel table, wherein the communication channel table comprises information regarding the communication channel associated with the user interface object;
and
first instructions configured to access the object table and the communication channel table to communicate via the communication channel;
second instructions configured to cause a channel driver to issue the command from the

communication center to an outgoing communication channel of the communication channels; and
a physical computer readable medium, configured to store the computer program product.

55. (Previously Presented) The computer program product of claim 54 wherein
the object table further comprises information regarding an action to be performed when
the user interface object is activated.

56. (Previously Presented) The computer program product of claim 55 wherein
the action comprises issuing a command to the communication channel.

57. (Previously Presented) The computer program product of claim 55 wherein
the action comprises setting an agent status to one of ready and not ready.

58. (Previously Presented) The computer program product of claim 54 wherein
the object table further comprises a notification object.

59. (Previously Presented) A computer program product for communicating comprising:
a user interface comprising at least one user interface object configured to be activated,
wherein
activation of one of the at least one user interface object is associated with issuing
a command to one communication channel of a plurality of
communication channels,
the activation of the user interface object is received at a communication center,
from the one communication channel of the plurality of communication
channels,
each communication channel of the communication channels has a media type,

at least two communication channels of the communication channels have different media types, and
the activation causes a channel driver comprising the command to be identified;
an accessing module configured to access a user interface object table comprising information regarding the at least one user interface object, wherein the information regarding the at least one user interface object comprises a respective command associated with activation of each user interface object;
a channel driver module configured to cause the channel driver to issue the command from the communication center to an outgoing communication channel of the communication channels; and
a physical computer readable medium storing the computer program product.

60. (Previously Presented) The computer program product of claim 59 wherein
the user interface is configured to communicate with a communication server, and
the communication server causes the command to be issued to the one communication channel.

61. (Previously Presented) The computer program product of claim 60 wherein
the communication server further receives an indication of activation of the user interface object.

62. (Previously Presented) The computer program product of claim 59 wherein
the channel driver is communicatively coupled to the one communication channel to issue the command.

63. (Previously Presented) The computer program product of claim 59 wherein the channel driver is one of a plurality of channel drivers, wherein each channel driver of the channel drivers is associated with an associated communication channel of the plurality of communication channels.

64. (Previously Presented) The computer program product of claim 59 further comprising:

a database comprising:

- a command table comprising information regarding the command; and
- a user interface object table comprising information regarding the user interface object and the command to be issued upon activation of the user interface object.

65. (Previously Presented) The computer program product of claim 64 wherein

the database further comprises:

- a configuration table comprising information regarding a configuration for a user of the user interface, wherein the configuration determines whether the command is available to the user.

66. (Previously Presented) The computer program product of claim 64 wherein the command table and the user interface object table are accessed to cause the channel driver to issue the command.

67. (Previously Presented) An apparatus for communicating comprising: obtaining means for obtaining an event communicated to a communication center via an incoming communication channel of a plurality of communication channels, wherein each communication channel of the communication channels has a media type, at least two communication channels of the communication channels have

different media types, and
the event corresponds to a work item available via the incoming communication channel;
notifying means for providing a notification of the work item via a user interface;
receiving means for receiving an activation of a work item object of the user interface, the work item object being associated with the work item, wherein the activation of the work item object is associated with selecting one communication channel of the plurality of communication channels for working on the work item,
the activation of the work item object causes a channel driver comprising a command associated with the activation of the work item object to be identified, and
the channel driver issues the command associated with the activation of the work item object from the communication center to an outgoing communication channel of the communication channels; and
accessing means for accessing a user interface object table comprising information regarding the work item object, wherein the information regarding the work item object comprises the command associated with the activation of the work item object.

68. (Previously Presented) The apparatus of claim 67 wherein the incoming communication channel and the outgoing communication channel are the same.

69. (Previously Presented) The apparatus of claim 67 wherein the command is performed by the outgoing communication channel.

70. (Previously Presented) The apparatus of claim 67 wherein the notifying means comprise real-time notifying means for providing the notification in real time with the obtaining the event.

71. (Previously Presented) The apparatus of claim 67 wherein the notifying means comprises invoking means for invoking a notification module of the user interface.

72. (Previously Presented) The apparatus of claim 67 wherein the activation of the work item object is associated with an accept work item command.

73. (Previously Presented) The apparatus of claim 67 wherein the activation of the work item object is associated with a release work item command.

74. (Previously Presented) The apparatus of claim 67 further comprising: sending means for sending the command to the channel driver.

75. (Previously Presented) The apparatus of claim 74 wherein the sending means comprise command obtaining means for obtaining the command from the user interface by a communication server, wherein the communication server sends the command to the channel driver.

76. (Previously Presented) The apparatus of claim 67 wherein the sending means send the command to the channel driver for the incoming communication channel if the incoming communication channel and the outgoing communication channel are the same.

77. (Previously Presented) The apparatus of claim 67 wherein the activation of the work item object is associated with selecting one communication channel of the plurality of communication channels for working on the work item.

78. (Previously Presented) The apparatus of claim 67 wherein the activation of the work item object is associated with selecting from a list of a plurality of work items.

79. (Previously Presented) The apparatus of claim 67 wherein the activation of the work item object is associated with one of a suspend work item command and a retrieve work item command.
80. (Previously Presented) The apparatus of claim 67 wherein the activation of the work item object is associated with an initiate work item command.
81. (Previously Presented) The apparatus of claim 67 wherein the activation of the work item object is associated with one of a blind transfer of work item command, a consultative transfer of work item command, and a conference command.
82. (Previously Presented) The apparatus of claim 67 wherein the user interface comprises a plurality of user interfaces, wherein each user interface of the user interfaces is associated with an agent of a plurality of agents;
and further comprising:
agent determining means for determining one agent of the agents to be notified of the event, wherein the providing the notification comprises providing the notification to the one agent via the user interface associated with the one agent.
83. (Previously Presented) The apparatus of claim 67 wherein the issuing means comprise command determining means for determining the command to be issued from a context of the work item object when the work item object is activated.
84. (Previously Presented) An apparatus comprising:
obtaining means for obtaining an event communicated to a communication center via an incoming communication channel of a plurality of communication channels, wherein each communication channel of the communication channels has a media type,
and

at least two of the communication channels have different media types;
 notifying means for providing a notification of the event via the user interface;
 receiving means for receiving an activation of a command object of the user interface, the
 command object being associated with a command related to the event, wherein
 the activation of the command object is received from one communication
 channel of the plurality of communication channels,
 the receiving the activation causes a channel driver comprising the command to
 be identified, and
 the channel driver issues the command from the communication center to an
 outgoing communication channel of the communication channels; and
 accessing means for accessing a user interface object table comprising information
 regarding the command object, wherein
 the information regarding the command object comprises the command associated
 with the activation of the command object.

85. (Previously Presented) A computer program product comprising:
 obtaining instructions to obtain an event communicated to a communication center via an
 incoming communication channel of a plurality of communication channels,
 wherein
 each communication channel of the communication channels has a media type,
 at least two communication channels of the communication channels have
 different media types, and
 the event corresponds to a work item available via the incoming communication
 channel;
 notifying instructions to provide a notification of the work item via a user interface;
 receiving instructions to receive an activation of a work item object of the user interface,
 the work item object being associated with the work item, wherein
 the activation of the work item object is associated with selecting one
 communication channel of the plurality of communication channels for
 working on the work item,
 the activation of the work item object causes a channel driver comprising a

command associated with the activation to be identified, and
the channel driver issues the command associated with the activation of the work
item object from the communication center to an outgoing communication
channel of the communication channels; and
accessing instructions to access a user interface object table comprising information
regarding the work item object, wherein
the information regarding the work item object comprises the command
associated with the activation of the work item object; and
a computer-readable storage medium, configured to store the computer program product.

86. (Previously Presented) The computer program product of claim 85
wherein
the obtaining instructions are capable of obtaining the event when the incoming
communication channel and the outgoing communication channel are the same.

87. (Previously Presented) The computer program product of claim 85
wherein the command is performed by the outgoing communication channel.

88. (Previously Presented) The computer program product of claim 85
wherein
the notifying instructions comprise real-time notifying instructions to provide the
notification in real time with the obtaining the event.

89. (Previously Presented) The computer program product of claim 85
wherein
the notifying instructions comprise invoking instructions to invoke a notification module
of the user interface.

90. (Previously Presented) The computer program product of claim 85
wherein
the activation of the work item object is associated with an accept work item command.

91. (Previously Presented) The computer program product of claim 85 wherein the activation of the work item object is associated with a release work item command.

92. (Previously Presented) The computer program product of claim 85 further comprising:

sending instructions for sending the command to the channel driver.

93. (Previously Presented) The computer program product of claim 85 the sending instructions further comprise command obtaining instructions for the command from the user interface by a communication server, wherein the communication server sends the command to the channel driver.

94. (Previously Presented) The computer program product of claim 85 further comprising:

sending instructions for sending the command to the channel driver for the incoming communication channel if the incoming communication channel and the outgoing communication channel are the same.

95. (Previously Presented) The method of claim 13 wherein the activation of the command object is associated with selecting one communication channel of the plurality of communication channels for working on a work item.

96. (Previously Presented) The method of claim 13 wherein the activation of the command object is associated with selecting from a list of a plurality of work items.

97. (Previously Presented) The method of claim 13 wherein the activation of the command object is associated with one of a suspend work item command and a retrieve work item command.

98. (Previously Presented) The method of claim 13 wherein the activation of the command object is associated with an initiate work item command.

99. (Previously Presented) The method of claim 13 wherein the activation of the command object is associated with one of a blind transfer of work item command, a consultative transfer of work item command, and a conference command.

100. (Previously Presented) The method of claim 13 wherein the user interface comprises a plurality of user interfaces, wherein each user interface of the user interfaces is associated with an agent of a plurality of agents;
and further comprising:
determining one agent of the agents to be notified of the event, wherein the providing the notification comprises providing the notification to the one agent via the user interface associated with the one agent.

101. (Previously Presented) The method of claim 13 further comprising:
determining the command to be issued from a context of the command object when the command object is activated.